

Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

Cloud Service Provider Contact Information

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Other Related Affiliates for MTCS Services:

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Registration# 201118816K

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S180

Jurong East, Singapore 609934

SoftLayer Technologies Hong Kong Limited (Hong Kong Operations)

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Certification Body Contact Information

Company name: ISC Pte Ltd
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Cloud Service Provider Background

Overview of service offering:

SoftLayer provides Infrastructure as a Service (IaaS) to customers worldwide.
SoftLayer offers bare metal servers that are dedicated to single customers.
SoftLayer offers multi-tenant public cloud instances, single-tenant private instances, and dedicated physical servers through its bare metal offering.

Service model:

- Virtual machine instances owned by the user
- Network facilities
- Compliance with applicable standards

Deployment model:

- Private cloud
- Community cloud

Hybrid cloud

Public cloud

Tier:

Level 1

Level 2

Level 3

| No. | Criteria | Description | Remarks |
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| Legal and Compliance | | | |
| 1. | Right to audit | <p>The user has the right to audit:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Virtual machine instances owned by the user<input type="checkbox"/> Network facilities<input checked="" type="checkbox"/> Compliance with applicable standards<input type="checkbox"/> Technical controls<input type="checkbox"/> Policies and governance<input type="checkbox"/> Data centre facilities<input type="checkbox"/> Others _____<input type="checkbox"/> None <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Virtual machine instances owned by the user<input checked="" type="checkbox"/> Network facilities<input checked="" type="checkbox"/> Compliance with applicable standards<input checked="" type="checkbox"/> Technical controls<input checked="" type="checkbox"/> Policies and governance<input checked="" type="checkbox"/> Data centre facilities (see SoftLayer documents)<input type="checkbox"/> Others _____<input type="checkbox"/> None <p>Audit / assessment reports that can be made available on request:</p> <ul style="list-style-type: none"><input type="checkbox"/> Penetration test<input type="checkbox"/> Threat and vulnerability risk assessment | <p>Customers can perform their own compliance audit on their virtual infrastructure (servers, network, storage, etc.).</p> <p>SoftLayer makes numerous certifications and attestations available to customers to verify compliance such as SOC 2, multiple ISO standards, PCI, etc.</p> <p>Regulators get full access to SoftLayer. Physical access is allowed if there is a demonstrated need after review of certifications, documentation, and evidence has been performed.</p> |

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| | | <input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) | |
| 2. | Compliance | <p>The following guidelines / standards / regulations are adhered to:</p> <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input type="checkbox"/> ISO 9000 <input type="checkbox"/> ISO / IEC 20000 <input checked="" type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others_SSAE 16 SOC1 Type II | <p>See http://www.softlayer.com/compliance</p> <p>SoftLayer also has ISO 27017 and 27018 certificates, and FedRAMP Agency Authority to Operate in the United States.</p> <p>The Singapore Personal Data Protection Act was assessed and the appropriate agreements were executed in early 2015. SoftLayer uses IBM's Singapore DPO, Lorinne Yoong.</p> |
| Data Control | | | |
| 3. | Data ownership | <p>All data on the cloud service is owned by the cloud user except for: <u>log data related to the infrastructure stack</u></p> <p>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others_____ | <p>SoftLayer customers own all right, title, and interest on their data. See http://www.softlayer.com/legal for more information.</p> |
| 4. | Data retention | <p>Data deleted by the user is retained as follows:</p> <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input checked="" type="checkbox"/> Deleted immediately <p>Log data is retained for a period of:</p> <input checked="" type="checkbox"/> Minimum data retention period as follows: <u>1 year</u> <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained (Customer data) | <p>Data on de-provisioned servers or failed hard disks is overwritten using US DoD 7-pass wipe algorithms before returned into a pool of available resources. Internal IaaS log data from incidents, access controls, or change management is kept for a minimum of one year. This log data is not shared with customers, but</p> |

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| | | <p>User data is retained for a period of:</p> <p><input type="checkbox"/> Minimum data retention period is: _____</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input checked="" type="checkbox"/> Not retained</p> <p>The following types of data are available for download by the cloud user:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input type="checkbox"/> Other _____</p> | <p>with regulators when required.</p> <p>Log data for customer owned virtual servers is in the responsibility of the customer.</p> <p>Log data related to the customer workload on the delivery network and customer portal usage logs are available for customer review and download and are the customer's responsibility.</p> |
| 5. | Data sovereignty | <p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>Hong Kong</u></p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other ____</p> <p>The backup data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>Hong Kong</u></p> <p><input type="checkbox"/> Europe _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other ____</p> <p>No. of countries in which data centres are operated: <u>11 (all), 2 (MTCS certified)</u></p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</p> | <p>Customers will be able to choose between two MTCS certified data centres (Hong Kong, Singapore) as primary and backup data locations. SoftLayer will never move data out of the selected data centre (see http://www.softlayer.com/privacy-agreement) unless asked by the customer. In case of maintenance or hardware failures virtual machines may be migrated to other servers at the customer's direction, but will always stay in the selected data centre.</p> <p>For a complete list of all data centres and their accreditation status see www.softlayer.com/data-centers</p> <p>It is the customer's responsibility to set up high availability and disaster recovery procedures. SoftLayer offers load balancers, storage replication services, and free-of-charge</p> |

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| | | <p>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</p> <p><i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i></p> | private virtual network interlinks between the data centres enable these solutions to customers. |
| 6. | Non-disclosure | <p><input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider</p> <p><input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)</p> | |
| Provider Performance | | | |
| 7. | Availability | <p>The committed network uptime is:</p> <p><input checked="" type="checkbox"/> 100 %</p> <p><input type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input checked="" type="checkbox"/> 100 % (for the cloud management portal and infrastructure, excluding the virtual machine or bare-metal server managed by a client – see right side)</p> <p><input type="checkbox"/> Varies according to price plan</p> <p>The cloud environment has the following single points of failure:</p> <p><input checked="" type="checkbox"/> <u>Physical infrastructure in each data centre is redundant (N+1 model), including the network connections from client access points to data centre ("Point of Presence") and between data centres. The cloud management infrastructure and customer portal are active-active configured and fail over seamlessly in case of an outage. Customer servers can be ordered with redundant power supply and redundant network cards. Storage can optionally be ordered as RAID array. The Power Distribution Units and Hypervisors are potential single points of failure. However, client best practices eliminate these points of failure. Clients are encouraged to implement their own backup and recovery strategies for such situations, or to implement active-active or active-standby clustering via a second application instance at a backup/secondary data centre leveraging SoftLayer's storage replication and load balancing features. Another potential single point of failure can be the uplink from customer's data centre to SoftLayer's access points.</u></p> | SoftLayer provides the cloud infrastructure up to the provisioned operating system above the hypervisor for virtual servers, and up to the physical server for bare-metal servers. SoftLayer's SLA for those parts of the cloud environment it controls (as stated on http://www.softlayer.com/legal) is 100%. Unavailability caused by misconfiguration of the operating system or a component above caused by the client are not included as an SLA violation. |

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| | | <p><u>It is recommended that customer establish two direct links to primary and secondary/backup data centre to mitigate that risk.</u></p> <p><input type="checkbox"/> none</p> | |
| 8. | BCP / DR | <p><input checked="" type="checkbox"/> Disaster recovery protection</p> <p><input checked="" type="checkbox"/> Backup and restore service</p> <p><input checked="" type="checkbox"/> User selectable backup plans</p> <p><input type="checkbox"/> Escrow arrangements</p> <p><input type="checkbox"/> No BCP / DR is available</p> <p><input type="checkbox"/> RPO _____</p> <p><input type="checkbox"/> RTO _____</p> <p><input type="checkbox"/> Others, please specify: _____</p> <p>_____</p> | <p>SoftLayer offers various ways to backup customer's data (see http://www.softlayer.com/backup), and disaster recovery plans (see also question #5). However as SoftLayer does not own or have access to customer's data, it is in the responsibility of the customer to choose the right options for an appropriate backup and disaster recovery plan. SoftLayer does not determine or manage backups for customers.</p> |
| 9. | Liability | <p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <p><input checked="" type="checkbox"/> Network failure</p> <p>Liability: http://cdn.softlayer.com/SoftLayer_MSA.pdf</p> <p><input checked="" type="checkbox"/> Infrastructure failure</p> <p>Liability: http://cdn.softlayer.com/SoftLayer_MSA.pdf</p> <p><input type="checkbox"/> Virtual machine instance failure</p> <p>Liability: _____</p> <p><input type="checkbox"/> Migrations</p> <p>Liability: _____</p> <p><input type="checkbox"/> Unscheduled downtime</p> <p>Liability: _____</p> <p><input type="checkbox"/> Database failure</p> <p>Liability: _____</p> <p><input type="checkbox"/> Monitoring failure</p> | <p>SoftLayer guarantees the availability of its IaaS infrastructure as described in http://cdn.softlayer.com/SoftLayer_MSA.pdf</p> <p>Handling of failures above the provided virtual or bare-metal server are the responsibility of the customer.</p> |

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| | | Liability: _____ | |
| Service Support | | | |
| 10. | Change management | <p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact | <p>SoftLayer has a communication plan in place as described in the SOC2 report available to all customers. Communication between customer and SoftLayer staff are managed via the notification system accessible via the customer self-service portal. In addition, unplanned events and incidents are announced via email, twitter, forum posts, or "yellow" notifications at the portal (see http://blog.softlayer.com/tag/notifications).</p> |
| 11. | Self-service provisioning and management portal | <p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input type="checkbox"/> Others: _____ | <p>The self-service portal is available at http://www.softlayer.com/portal. Customers can add new cloud administrators/operators for their virtual infrastructure and grant each user control over certain SoftLayer services (storage, network, etc.) or restrict management capabilities to certain servers.</p> |
| 12. | Incident and problem management | <p>Delivery mode of support:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access via email | <p>See http://www.softlayer.com/support. In addition to phone and email, support team can be reached</p> |

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| | | <input checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input checked="" type="checkbox"/> Direct access to support engineers (via live chat) Availability of support: <input checked="" type="checkbox"/> 24 x 7 <input type="checkbox"/> During office hours support, please specify the hours of operations: _____ <input type="checkbox"/> After office hours support, please specify the hours of operations: _____ Service response time: _ use commercially reasonable efforts to respond to new incidents within 20 minutes and provide answers back by the next business day ____ The following are available to users upon request: <input type="checkbox"/> Permanent access to audit records of customer instances <input type="checkbox"/> Incident management assistance Incident response time: _____ Mean time to repair on detection of faults: _____ | via live chat on the self-service customer portal. Expect a helpful response within 20 minutes of your ticket submission. |
| 13. | Billing | The following billing modes are available (please elaborate granularity of charges and measurement): <input checked="" type="checkbox"/> Pay per usage: <u>Hourly/Monthly</u> (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS) <input type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: ___ TBD ___ Months | SoftLayer servers can be paid on an hourly or monthly basis. Other services like public network traffic or storage are based on usage. For a complete overview of services and pricing see www.softlayer.com under "PRODUCTS & SERVICES". |
| 14. | Data portability | Importable VM formats: <u>ISO, VHD</u> Downloadable formats: <u>VHD</u> Supported operating systems: <u>CentOS, RedHat Enterprise Linux, Ubuntu, Microsoft Server</u> Standard Language versions of supported operating systems: <u>not restricted</u> | For image import see http://knowledgelayer.softlayer.com/procedure/import-image . For exporting images see http://knowledgelayer.softlayer.com/faq/what-image-importexport- |

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| | | <p>Supported database formats: <u>not limited</u></p> <p>API:</p> <p><input checked="" type="checkbox"/> Common <u>Object Storage can be automated using the OpenStack Object Storage API or tools. Import/Export operations can be automated using the SoftLayer API on top of SoftLayer Object Storage.</u></p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination, data is available through:</p> <p><input type="checkbox"/> Physical media</p> <p><input checked="" type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods ____ USB, DVD, CD data can be sent to SoftLayer as part of its data transfer service (see http://knowledgelayer.softlayer.com/topic/data-transfer-service)</p> | <p>feature</p> |
| 15. | Access | <p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p> <p><input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)</p> <p><input checked="" type="checkbox"/> IPv6 access is supported IPv6 is natively supported (see http://www.softlayer.com/network).</p> <p><input type="checkbox"/> Other access methods _____ _____ _____</p> <p>Public access speed (shared bandwidth) in Mbps: <u>Up to 10Gbps per server. Each data centre has multiple redundant 10Gbps connections to top tier transit and peering carriers.</u></p> | <p>SoftLayer offers a variety of VPN access (see http://knowledgelayer.softlayer.com/topic/vpn).</p> <p>In addition customers can connect their company's intranet via so called direct-links through Point-of-Presence directly with the SoftLayer network (see http://www.softlayer.com/direct-link).</p> |
| 16. | User management | <p><input checked="" type="checkbox"/> Identity management (for cloud administrators on self-manage portal, additionally two-factor authentication is supported as described at http://knowledgelayer.softlayer.com/procedure/what-two-factor-authentication)</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p>for cloud administrators on self-manage portal, see #12 for more</p> | <p>User management for users of the provisioned servers is in the responsibility of the customer and customer is free to use any on premise or off premise IAM solution for that.</p> |

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| | | <p>information)</p> <p><input type="checkbox"/> Federated access model</p> <p><input checked="" type="checkbox"/> Integration with Identity management solutions</p> <p>(SoftLayer allows to integrate other IAM solutions for cloud administrators on self-manage portal via API</p> <p>http://sldn.softlayer.com/reference/softlayerapi)</p> <p><input type="checkbox"/> Others_____</p> | |
| 17. | Lifecycle | <p>The cloud user may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> User customisable provisioning</p> | <p>SoftLayer offers an intuitive to use self-service portal (http://softlayer.com/portal), which gives you full control about all deployment parameters, including an auto-scale option to add additional virtual machines when needed.</p> <p>Cloud orchestration is supported via a powerful API (http://sldn.softlayer.com/reference/softlayerapi).</p> |
| Security Configurations | | | |
| 18. | Security configuration enforcement checks | <p>Security configuration enforcement checks are performed:</p> <p><input checked="" type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> | <p>SoftLayer monitors the management network for vulnerabilities, suspicious activity, and network activity via a centralized Security Operations Center. All networks are managed by the Network Operations Center for DDoS and other network security issues.</p> <p>Security configuration of the customer's infrastructure is in the responsibility of the customer (see http://www.softlayer.com/security).</p> |
| 19. | Multi-tenancy | <p><input checked="" type="checkbox"/> Distinct physical hosts (OPTIONAL based on BBX deployment model)</p> | <p>SoftLayer's infrastructure services reach from public virtual servers</p> |

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| | | <input type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies | <p>and multi-tenant environments to dedicated servers and security devices (load balancers, firewalls, etc.). Only the network is always virtualized using VLAN tagging on top of SoftLayer's physical network. For dedicated servers, storage, and security devices please see http://www.softlayer.com/bare-metal-servers, http://www.softlayer.com/Quantastor and http://www.softlayer.com/network-appliances.</p> |
| Service Elasticity | | | |
| 20. | Capacity elasticity | <p>The following capacity elasticity options are available:</p> <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum duration to scale up computing resources _____ <input type="checkbox"/> Minimum additional capacity guaranteed per account _ (number of cores and GB memory) | <p>SoftLayer comes with a powerful API which allows to perform all operations available via the self-service customer portal also via latest programming languages, such as C#, Perl, PHP, Ruby, Python, etc. (see http://sldn.softlayer.com/article/SoftLayer-API-Overview).</p> |
| 21. | Network resiliency and elasticity | <p>The following network resiliency and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input checked="" type="checkbox"/> Selectable bandwidth up to 2x20.000 ____Mbps <input checked="" type="checkbox"/> Maximum usable IPs <u>None</u> <input checked="" type="checkbox"/> Load balancing ports <u>80,443,53,110,25,21, etc.</u> <input checked="" type="checkbox"/> Load balancing HTTP, HTTPS, FTP, POP3, DNS, etc | <p>For network see http://www.softlayer.com/network. SoftLayer has different types of IP addresses, depending on your setup and needs (e.g. own cloud on bare-metal server, public IP addresses, etc.). See http://knowledgelayer.softlayer.com/articles</p> |

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| | | <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input type="checkbox"/> Defence-in-depth mechanisms, please specify: <u>Host based IPS, Antivirus, Malware</u> <u>Network based firewalls, WAF, IDS, IPS</u> <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VLAN tagging IEEE 802.1</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Shared</u> <input type="checkbox"/> QoS traffic control services <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up network throughput _____ | /static-and-portable-ip-blocks for details. For load balancer see http://knowledgelayer.softlayer.com/faqs/211 . For network based IDS/IPS see http://www.softlayer.com/firewalls under "Fortigate Security Appliance". For host based security see http://www.softlayer.com/security-software . |
| 22. | Storage redundancy and elasticity | The following storage redundancy and elasticity options are available: <input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre <input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>VLAN tagging IEEE 802.1</u> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>No bandwidth limits</u> <input type="checkbox"/> Quality of service storage traffic control services <input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: Unlimited <input checked="" type="checkbox"/> Maximum storage capacity for single user, please specify: Unlimited <input checked="" type="checkbox"/> Maximum expandable storage, please specify: Unlimited <input type="checkbox"/> Alerts to be sent for unusual high usage | SoftLayer provides a variety of different storage architectures (object/SWIFT storage, NAS, SAN, etc.). Some are shared, some are also available as dedicated storage. Please see http://www.softlayer.com/cloud-storage |

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| | | <input type="checkbox"/> Minimum storage I / O performance during peak periods _____ | |
| | | <input type="checkbox"/> Minimum period to scale up storage I / O throughput _____ | |